

## Tenant's Handbook



Balmoral Hotel  
126 Haliburton Street  
Nanaimo, BC V9R 4V8  
Telephone: 250-244-4042  
Fax: 250-244-4045  
Email: [midisland@cmha.bc.ca](mailto:midisland@cmha.bc.ca)  
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Mid Island Branch

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## Welcome to the Balmoral, your new Apartment and the South End Community!

We hope you enjoy living here and participating in all the programs we have to offer. This booklet is to help you understand the rules and to help us keep the Balmoral a safe and enjoyable place for all who live and work here. Please keep the booklet and refer to it often. If you have any questions, please ask! We would like to form a tenant's committee that would be able to bring tenant issues to the staff of CMHA. If you are interested, please let Christina Martens know. Our goal is to work with you to ensure long term tenancies.

The Balmoral is located in the South End Community and tenants are encouraged to become full citizens of this active community. The South End Community Association is proud of our neighbourhood and 100% committed to taking positive actions to make it better. Residents who live here know that the South End is a vibrant community with a cornucopia of personalities and talents, and the front porch sense of neighborhood often missing in newer housing developments.

### 8 Points Towards a Successful Tenancy

1. Tenants are responsible and accountable for their actions.
2. Tenants are also responsible for their guest's actions.
3. There are to be no criminal activities on the premises.
4. Tenants are to respect other tenants, staff, guests and the general public.
5. Tenants are not to yell or threaten or curse anyone. Vulgar and threatening language will not be tolerated.
6. Smoking area is restricted solely to the tenant's suites.
7. Apartments can be wired for phone and cable as a tenant's expense.
8. There are security cameras both inside and outside the building for everyone's protection. Staff review footage daily.

### Some Ideas to Become a Part of the Neighborhood:

1. Say hi and be polite to people you meet on the street. Watch your language when talking with others.
2. Think about participating in community events, either with the Balmoral or on your own.
3. Pick up litter if you see it and throw it in a bin.
4. Be friendly, everyone wants to live in a nice area.

## Other Possible Services

Tenants at the Balmoral may also be eligible to purchase nutritious frozen meals from the *Peppermill Frozen Meal Program* or to purchase cleaning services through *The Clean Team*. Please talk to your case manager for more information.

**Balmoral Social Club:** The Balmoral Social Club meets in the café on the main floor from 6 - 9 pm every evening. Come down and join us for a game of cards, a movie or just to talk with fellow tenants and Tenant Support Workers.

## Balmoral Hotel Staff

Non Emergency Tenant Issues will be handled from 1 –2 pm, Monday to Thursday each week.

For Emergency Issues Only, call:

*Jim Young, Property Manager at 250-618-6955*

or

*Christina Martens, Executive Director at 250-701-7478*

## Homelessness Outreach and Support Team Partners - MHSD, CMHA, NMHAS-VIHA:

Ministry of Housing & Social Development Host  
Coordinator for HOST:

*Jeannine Bousquet, 250-739-6600*

Coordinator, Adult Community Support Services,  
Nanaimo Mental Health and Addiction Services, VIHA:

*Norma Winsper, 250-739-5738*

Host Office Number: 250-739-5830

**South End Community Association**  
**southendcommunityassociation@gmail.com**

### Alcohol, Gambling and Drugs

A.	Alcohol Anonymous	1-866-233-5255
B.	Narcotics Anonymous	1-888-265-7333
C.	Problem Gambling Line	1-888-795-6111
D.	Clearview Detox	250-739-5859
E.	Alcohol and Drug Services	250-760-0200

### Employment

A.	Supporting Employment Transitions (SET)	250-714-0085
B.	G.T Hiring Solutions Employment Services	250-741-8824
C.	Employment Standards Branch	250-390-6186
D.	Service Canada	250-754-0222
E.	Phoenix Centre (CMHA program)	250-716-8823

### Legal

A.	Nanaimo Legal Aid	1-866-577-2525
B.	Dial a Law	1-800-565-5297
C.	BC Association of Social Workers	1-800-665-4747
D.	Probation/Community Corrections	250-741-3744
E.	John Howard Society	250-754-1266

### Ministry of Housing & Social Development

A.	Family Maintenance	1-866-866-0800
B.	Social Assistance	1-866-866-0800

### Recreation

A.	Aquatic Centre, Parks & Recreation	250-756-5200
B.	Saori Weaving	250-244-4035

### Miscellaneous

A.	Nanaimo Women's Centre	250-753-0633
B.	Nanaimo Men's Resource Centre	250-716-1551
C.	Nanaimo Regional Library	250-753-1154
D.	Nanaimo Disability Resource Centre	250-758-5547

### Shelter/Transitional Housing

	New Hope Centre	250-714-1142
A.	Samaritan House	250-753-1474

### Cleaning your Apartment

1. Tenants are responsible for keeping their apartment clean.
2. The Landlord will conduct regular room checks with adequate notice as outlined in the Residential Tenancy Agreement.
3. Tenants are not to leave anything in the hallways.

### Laundry

To access the Laundry facilities, please see the afternoon staff.



### Guest Policy

1. Tenants must allow in guests who have come to visit them and guests must not wander hallways.
2. Tenants are not to throw their keys down to their guests. Tenants must escort their guests to their suite and out of the building.
3. Guests must not lean out windows and have conversations with anyone out the windows.
4. Guests are not to be left alone in the tenant's room.
5. Guests are not allowed to move personal belongings into the tenant's apartment.
6. Guests are not to be given the tenant's keys at anytime. If this occurs, a warning letter will be issued to the tenant.
7. Repeatedly lost keys will be replaced at the Tenant's expense.
8. The Balmoral operates under the *Residential Tenancy Act*. If you do not have a copy, please see the Tenant Support Workers.

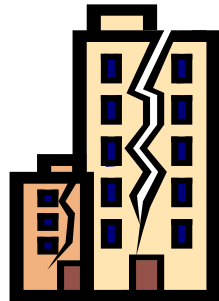
Please remember that we all need to maintain the Quiet and Safe Enjoyment of the building. Behavior that impacts this enjoyment is liable to lead to eviction as regulated in the Residential Tenancy Act.

## Emergency Procedures



### In Case of Fire

1. Call 911.
2. Walk, DO NOT RUN, to the nearest exit.
3. Meet in the vacant parking lot at the rear of the building.
4. Head count to be done after evacuation.
5. Notify fire/police of any person you suspect may be trapped inside the building.
6. Do not return to building until instructed to do so.



### In Case of Earthquake

1. Get away from windows and heavy objects.
2. Duck, cover and hold (crouch low to the ground; protect head with arms; seek cover under and hold onto heavy furniture) watch for moving objects.
3. When safe, proceed to nearest exit.
4. Meet in the vacant parking lot at the rear of the building.
5. Inform person in charge that you are out of building.
6. Head count to be done after evacuation.
7. Notify fire/police of any persons missing and their possible location.

## Important Phone Numbers

### Emergency

A.	Police/Fire/Ambulance	911
B.	Crisis Line	250-754-4447
C.	Poison Control	1-800-567-8911
D.	800 Suicide Line	1-800-784-2433

### Non-Emergency

A.	Nanaimo RCMP	250-754-2345
B.	Nanaimo Regional Hospital	250-754-2141

### Suicide Prevention and Assault & Abuse

A.	Victim Link	1-800-563-0808
B.	Haven Society	250-754-0764

### Health

A.	Drop in Clinic, Medical Arts, Port Place Mall	250-753-3431
B.	BC Nurses info line –24 hours	1-866-215-4700
C.	Hepatitis Society	250-729-0315
D.	Harris House Health Clinic	250-753-6759
E.	Caledonia Clinic	250-753-3202

### Counselling and Support

A.	Nanaimo Crisis Line	250-754-4447
B.	Mental Health Info Line	1-800-651-2121
C.	Nanaimo Family Life Association	250-754-3331
D.	Hospice Society	250-758-8857
E.	Mental Health & Addiction Services	250-739-5710
F.	Canadian Mental Health Association	250-244-4042
G.	Seniors Outreach Team	250-755-3301
H.	Nanaimo Brain Injury Society	250-753-5600
I.	Nanaimo Citizen's Advocacy	250-753-2321